

Appendix F: Office of Inspector General Performance Goals

As required by the Government Performance and Results Act, the IG has identified three areas in which to establish performance goals and measures. The two mission-related goals and one organizational goal are:

- Add Value to FEMA Programs and Operations
- Ensure Integrity of FEMA Programs and Operations
- Deliver Quality Products and Services.

In the development of performance measures, the Inspector General Act of 1978 mandates the reporting of certain statistics and related quantitative data to Congress. In addition to the mandatory requirements, performance measures identified here will serve as a basis to determine the overall effectiveness of our IG Performance Plan for Fiscal Year 2001. To accommodate uncontrollable or unpredictable factors, the IG's performance goals and measures are updated annually for maximum effectiveness in meeting the changing needs of FEMA, consistent with IG statutory responsibilities.

Annual Performance Goal IG.1.1

Add Value to FEMA Programs and Operations

Resources:

- Performance Indicators:**
- 1.1 Issue at least 13 reports on OIG projects.
 - 1.2 Issue at least 90 reports on audits of disaster grants.
 - 1.3 Achieve at least 75 percent concurrence with recommendations.

- Means and Strategies:**
- (1) Solicit input from FEMA and Congress in planning OIG activities, and incorporate feedback from FEMA and Congress in developing OIG products and services.
 - (2) Develop an annual OIG performance plan that is based on an in-depth analysis of the universe of FEMA programs, operations, and activities. Provide analyses and recommendations that focus on critical issues of concern to both FEMA managers and Congress.
 - (3) Monitor formal and informal feedback mechanisms to ascertain FEMA and congressional satisfaction with OIG products and services. Provide thorough review of and constructive comments on all proposed legislation, regulations, policies, and directives.

Verification and Validation: Performance will be validated by customer response questionnaires that are attached to and distributed with OIG published reports.

Quality of work will be assessed by other Offices of Inspector General through a formal peer review process.

Annual Performance Goal IG.I.2.

Ensure Integrity of FEMA Programs and Operations.

Resources:

- Performance Indicators:**
- 2.1 At least 75 percent of investigations referred are accepted for criminal, civil, or administrative action.
 - 2.2 At least 75 percent of investigations referred result in indictments, convictions, civil firings, suspensions, debarments, recoveries, or administrative actions.
 - 2.3 Achieve a 10-percent reduction in the number of unresolved audit recommendations.

Means and Strategies:

- (1) Adhere to the Memorandum of Understanding with the U.S. Department of Justice that will give the OIG’s Investigation Division the authority needed to effectively carry out its law enforcement responsibilities.

- (2) Develop productive relationships with prosecutive authorities to enhance OIG's ability to pursue high-impact criminal prosecutions and civil actions.
- (3) Participate on joint law enforcement task forces with other Federal, State, and local entities to leverage OIG resources.
- (4) Maintain a Memorandum of Understanding with other federal agencies to permit timely procurement of audit services as-needed to supplement the resources of the OIG's Audit Division, and provide the broadest possible compliance audit coverage of FEMA's disaster assistance programs and operations.
- (5) Maintain an accurate and current recommendation follow-up system to include appropriate on-site verification of corrective actions.
- (6) Elevate unresolved critical issues to the appropriate FEMA officials in a timely manner.
- (7) Provide advice and other necessary assistance to FEMA officials to develop their capacity to address program or operational problems through alternatives to OIG audits, inspections, or investigations.
- (8) As requested by FEMA management, participate in all task forces and special working groups in an advisory capacity as deemed appropriate by the Inspector General.
- (9) Solicit and evaluate written feedback from recipients of OIG products through customer response questionnaires.

Verification and Validation: Performance can be validated by Department of Justice reports detailing stated indicators.

Annual Performance Goal IG.1.3

Deliver Quality Products and Services

Resources:

- Performance Indicators:**
- 3.1 Achieve compliance with individual development plan goals and the requirement that auditors receive 80 hours of continuing professional education every two years.
 - 3.2 Conduct at least one internal quality control review.
 - 3.3 Achieve zero repeat problems on external peer reviews.

- Means and Strategies:**
- (1) Conduct quality control reviews for all significant projects.
 - (2) Solicit comments, as appropriate, on all significant products and services.
 - (3) Adhere to the policies promulgated in the Inspector General Act of 1978, OIG Special Agent Manual, and Hotline standard operating procedures regarding confidentiality requirements.
 - (4) Administer a recruiting program that adheres to EEO principles and reaches a wide population having the knowledge, skills, abilities, and experience necessary to make meaningful contributions to the OIG mission.
 - (5) Maintain a comprehensive training program that crosscuts the OIG's three divisions, includes annual individualized professional development plans, and meets mandatory continuing education requirements.
 - (6) Implement FEMA's employee performance and reward program.
 - (7) Maintain a positive and productive working environment that promotes teamwork and effective communications.
 - (8) Continuously evaluate staff needs and evolving ADP and communications technologies, and equip the staff with the electronic tools they need to help them do their jobs more effectively and efficiently.

Verification and Validation: Performance will be validated by customer response questionnaires attached to and distributed with OIG published reports. Quality of work will be assessed by other Offices of Inspector General through a formal peer review process.

